



22 October 2018

Perpetual Trust Services Limited  
ABN 48 000 142 049  
Australian Financial Services  
Licence No. 236648  
Level 18  
Angel Place  
123 Pitt Street Sydney  
GPO Box 4172  
Sydney NSW 2001  
Australia  
DX 365 Sydney  
Telephone 02 9229 9000  
Facsimile 02 8256 1458

Dear Investors:

**Firstmac High Livez ARSN 147 322 923**

**Important Notice to Unitholders pursuant to section 1017B of the Corporations Act**

**RE: Investor Enquiries and Complaints**

We, Perpetual Trust Services Limited, are the responsible entity of the Fund ("we" or "Perpetual" or the "Responsible Entity"). The investment manager of the Fund is Firstmac Limited (the "Investment Manager").

**External complaints resolution scheme: Australian Financial Complaints Authority**

The Responsible Entity has established procedures for dealing with complaints. If an investor has a complaint, they can contact the Responsible Entity or the Investment Manager during business hours.

The Responsible Entity will use reasonable endeavours to deal with and resolve the complaint within a reasonable time but in any case, no later than 45 days after receipt of the complaint.

If an investor is not satisfied with the outcome, the complaint can be referred to the Financial Ombudsman Service (FOS), an external complaints resolution scheme of which the Responsible Entity and the Investment Manager are members. FOS's postal address is GPO Box 3, Melbourne, Victoria 3001 and the toll-free number is 1300 780 808. FOS' role and terms of reference are specified in FOS' Rules available from their website [www.fos.org.au](http://www.fos.org.au)

If you lodge a complaint on or after 1 November 2018, you can lodge it with the Australian Financial Complaints Authority (**AFCA**). From 1 November 2018, AFCA will be the new external dispute resolution scheme for complaints involving financial services and products and will replace FOS. On and after 1 November 2018, you can contact AFCA on 1800 931 678, or by writing to:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

The FOS will continue for a further period to deal with any open disputes it has at the commencement date of AFCA.

All investors (regardless of whether you hold Units in the Fund directly or hold Units indirectly via a Platform) can access Perpetual's complaints procedures outlined above. If investing via a Platform and your complaint concerns the operation of the Platform, then you should contact the Platform operator directly.

If you have any questions about the above, please do not hesitate to contact Firstmac Limited on 13 12 20 or via email to [investments@firstmac.com.au](mailto:investments@firstmac.com.au)

Any escalation of questions can also be made to Vinodh Venkataraman from the Responsible Entity on (02) 9229 3256 or via email to [vinodh.venkataraman@perpetual.com.au](mailto:vinodh.venkataraman@perpetual.com.au).

Your sincerely

A handwritten signature in black ink, appearing to read 'V Venkataraman', is positioned below the text 'Your sincerely'.

Head of Responsible Entity Services  
Perpetual Corporate Trust